

THAT WHICH IS CLAIMED IS:

1. A method of resolving problems in a business process, the business process including a plurality of application programs that run on an Information Technology (IT) infrastructure having a plurality of IT components, the method
5 comprising:

generating a symptom that identifies a problem in the business process;
identifying selected application programs in the plurality of application programs and/or selected IT components in the IT infrastructure that may cause the problem in the business process, based on the symptom;
10 obtaining a respective situation for a respective selected application programs and/or selected IT components, the respective situation being one of a set of component-independent predefined situation categories that is associated with the respective selected application programs and/or selected IT components, so as to provide status of the selected application programs and/or selected IT
15 components in a common situation format that includes the associated one of the component-independent predefined situation categories; and
analyzing the respective situations that are obtained to identify at least one problem in the selected application programs and/or selected IT components that may cause the problem in the business process.

20

2. A method according to Claim 1 wherein the analyzing the respective situations further comprises identifying at least one business impact in the business process that may be caused by the at least one problem in the selected application programs and/or selected IT components.

25

3. A method according to Claim 2 wherein the at least one business impact includes a performance impact on the business process.

4. A method according to Claim 2 wherein the analyzing is followed
30 by automatically identifying responsive action in the business process based on the at least one business impact.

5. A method according to Claim 4 wherein the responsive action includes communicating the business impact to a customer.

6. A method according to Claim 1 wherein the at least one problem is a plurality of problems, the method further comprising prioritizing the resolution of the plurality of problems in the selected application programs and/or selected IT components based on the business impact.

7. A method according to Claim 1 wherein the generating comprises generating a symptom that identifies a problem in the selected application programs and/or selected IT components based on an error log for the respective selected application programs and/or selected IT components .

8. A method according to Claim 1 wherein the analyzing is followed by automatically identifying corrective action in the application programs and/or IT infrastructure based on the at least one problem in the selected application programs and/or selected IT components .

9. A method according to Claim 1 wherein the analyzing comprises:
determining correlations between the respective situations that are obtained;
and
identifying the at least one problem in the selected application programs and/or selected IT components based on sufficiently correlated ones of the respective situations.

10. A method according to Claim 9 further comprising identifying the at least one business impact based on a performance impact of the at least one problem in the selected application programs and/or selected IT components.

11. A method according to Claim 9 wherein the determining comprises time correlating and/or transaction correlating the respective situations that are

obtained.

12. A computer program product for resolving problems in a business process, the business process including a plurality of application programs that run
5 on an Information Technology (IT) infrastructure having a plurality of IT components, the computer program product comprising:

a computer readable medium having computer readable program code embodied therein, the computer readable program code comprising:

computer readable program code that is configured to generate a symptom
10 that identifies a problem in the business process;

computer readable program code that is configured to identify selected application programs in the plurality of application programs and/or selected IT components in the IT infrastructure that may cause the problem in the business process, based on the symptom;

15 computer readable program code that is configured to obtain a respective situation for a respective selected application programs and/or selected IT components, the respective situation being one of a set of component-independent predefined situation categories that is associated with the respective selected application programs and/or selected IT components, so as to provide status of the
20 selected application programs and/or selected IT components in a common situation format that includes the associated one of the component-independent predefined situation categories; and

computer readable program code that is configured to analyze the respective situations that are obtained to identify at least one problem in the
25 selected application programs and/or selected IT components that may cause the problem in the business process.

13. A computer program product according to Claim 12 wherein the computer readable program code that is configured to analyze the respective
30 situations further comprises computer readable program code that is configured to identify at least one business impact in the business process that may be caused by

the at least one problem in the selected application programs and/or selected IT components.

14. A computer program product according to Claim 13 further
5 comprising computer readable program code that is configured to automatically identify responsive action in the business process based on the at least one business impact.

15 15. A computer program product according to Claim 12 wherein the at least one problem is a plurality of problems further comprising computer readable program code that is configured to prioritize the resolution of the plurality of problems in the selected application programs and/or selected IT components based on the business impact.

16. A system for resolving problems in a business process, the business process including a plurality of application programs that run on an Information Technology (IT) infrastructure having a plurality of IT components, the system comprising:

a problem resolver configured to generate a symptom that identifies a
20 problem in the business process, to identify selected application programs in the plurality of application programs and/or IT components in the IT infrastructure that may cause the problem in the business process, based on the symptom, to obtain a respective situation for a respective selected application programs and/or selected IT components, the respective situation being one of a set of component-
25 independent predefined situation categories that is associated with the respective selected application programs and/or selected IT components, so as to provide status of the selected application programs and/or selected IT components in a common situation format that includes the associated one of the component-independent predefined situation categories, and to analyze the respective
30 situations that are obtained to identify at least one problem in the selected application programs and/or selected IT components that may cause the problem in the business process.

17. A system according to Claim 16 wherein problem resolver is further configured to analyze the respective situations to identify at least one business impact in the business process that may be caused by the at least one problem in the selected application programs and/or selected IT components.

5

18. A system according to Claim 17 wherein the problem resolver is further configured to automatically identify responsive action in the business process based on the at least one business impact in the selected business component after analyzing the respective situations.

10

19. A system according to Claim 16 wherein the at least one problem is a plurality of problems, and the problem resolver is further configured to prioritize the resolution of the plurality of problems in the selected application programs and/or selected IT components based on the business impact.

15